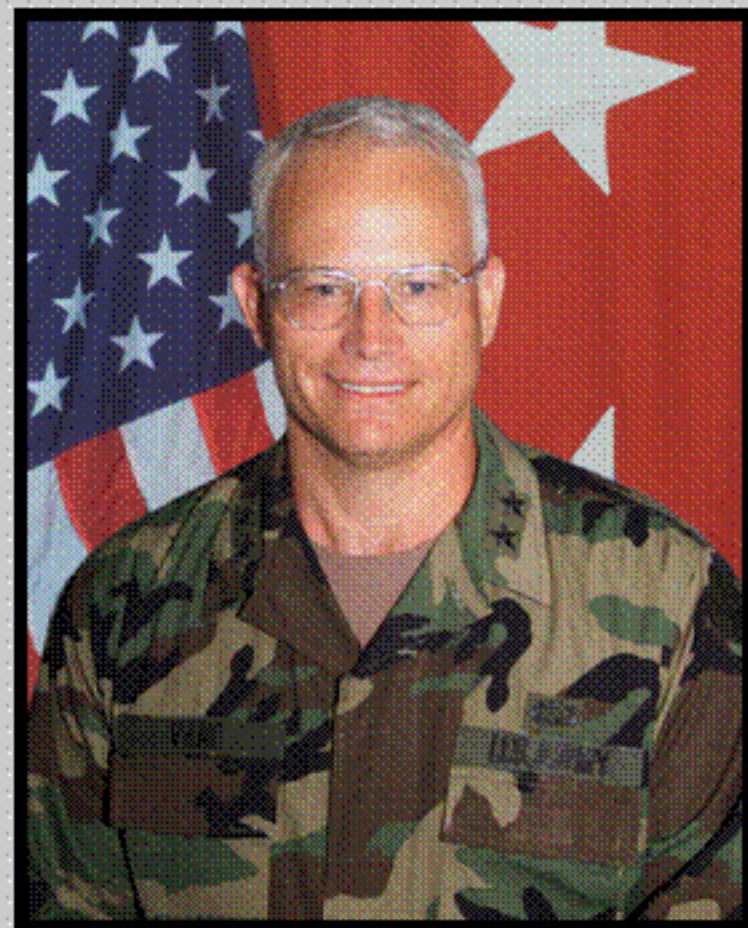


If you experience any problems or have a comment about this facility, please contact the Facility Manager below.

Fort Bliss Directorate of Morale, Welfare, and Recreation

Army MWR is a comprehensive network of support and leisure services designed to enhance the lives of Soldiers — active, reserve, and guard— their families, military retirees, civilian employees, and other eligible participants.



Commanding General
568-1605



Garrison Commander
568-2833



MWR Director
568-3500



Facility Manager
562-1273



Fort Bliss Vision

One of DOD's flagship installations comprised of State-of-the-art training areas, ranges, and facilities; led by adaptive, innovative, and warrior - Focused professionals concentrated on individuals and unit readiness, leader development, deployment, security, and the well-being of *Team Bliss*.

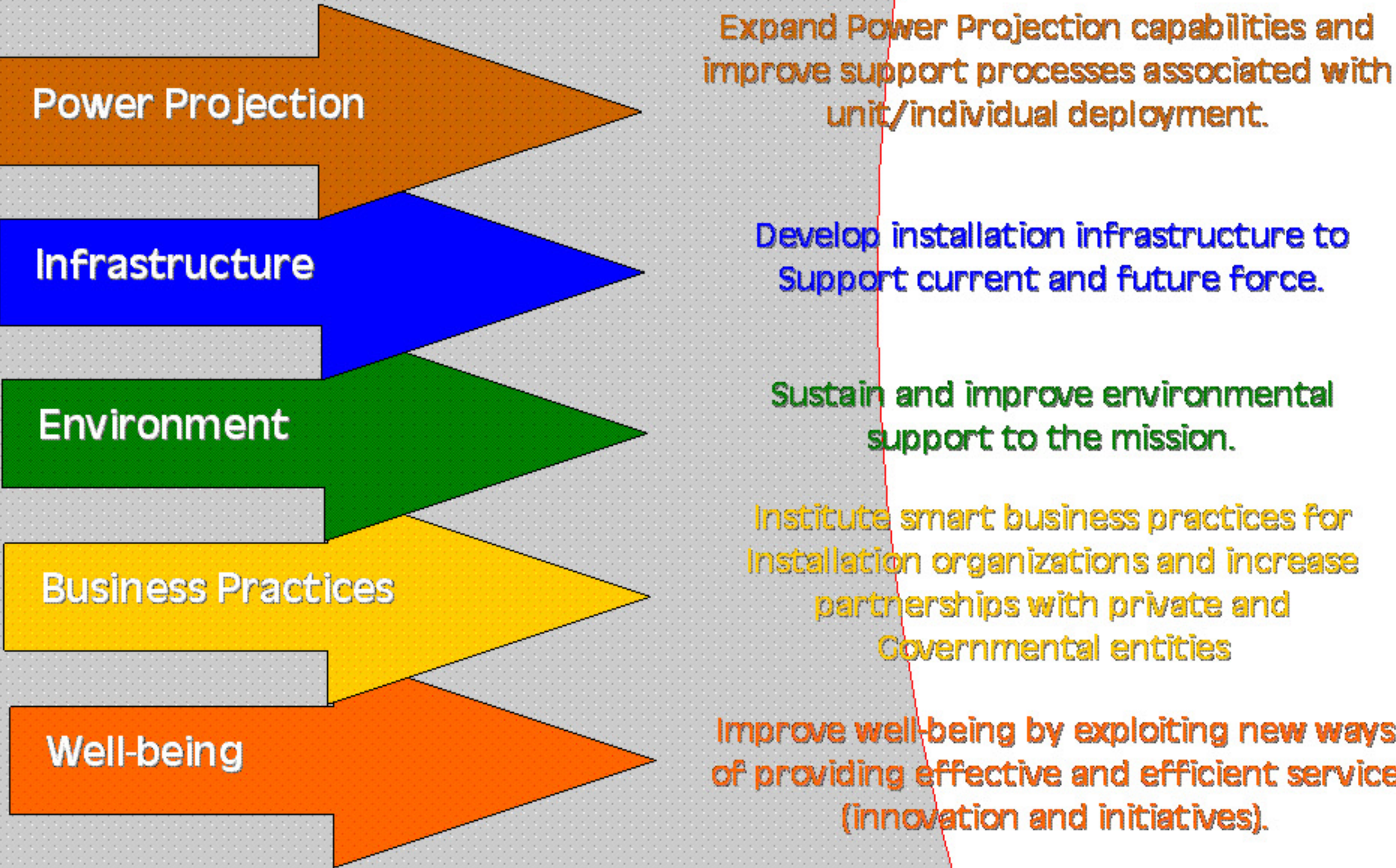
Fort Bliss Mission

Team Bliss trains, sustains, mobilizes, and deploys the Members of joint team to conduct global, full spectrum Operations in support of the national military strategy, While providing for the well-being of the of the regional Military community.

MWR Vision

Family, recreation, leisure, and club services offered by Fort Bliss MWR facilities will deliver exceptional quality service to our Army community through a caring and knowledgeable staff, modern facilities, and valuable Army programs.

Fort Bliss Goals



MWR Mission

Our mission as members of the Fort Bliss Army MWR team is to serve the needs, interests, and responsibilities of each individual in The Army community with support and leisure services designed to enhance the quality of their lives for as long as they are associated with The Army.

MWR Philosophy

The leadership, staff and partners of the Fort Bliss Directorate of MWR pledge to:

- Serve the needs, interests, and responsibilities of the community.
- Contribute to The Army's strength and readiness by offering services that reduce stress, build skills and self-confidence, and foster strong esprit de corps.
- Help The Army attract and retain talented people.
- Offer services and programs at a reasonable price, comparable to those off-post.
- Function without bias or prejudice.
- Work together in a spirit of cooperation with trust, integrity, and selflessness.
- Uphold exceptional customer service standards in daily operations.
- Seek new technology, methods, and procedures for improved service delivery.
- Be responsive and proactive to all internal and external customers.
- Encourage and provide a trained, efficient, and knowledgeable staff.
- Promote and exhibit teamwork.
- Participate in the sharing of ideas and opinions.
- Seek constant feedback.
- Uphold all ethical and legal standards.
- Continually improve.
- Strive for excellence.

MEASUREMENT	STANDARDS
Customer Service	Disney Concept
Net Income	Within a 10% variance to budget
Net Income/Revenue Percentage	8%
CPMC Execution	95% Complete
Customer Feedback/Inquiries	24-Hour Response
Customer Ratings	90-100% positive rating
Management Expectations	MWR Philosophy, positive trends
MWR Fund Annual Performance	Top 3 in Southwest Region
Food Operations—Net % of Revenue	Equal to or greater than 8%

MWR METL

- Help The Army attract and retain talented people
- Contribute to The Army's strength and readiness by offering services that reduce stress, build skills and self-confidence, and foster strong esprit de corps.
- Continually improve and strive for excellence
- Offer services and programs at a reasonable price, comparable to those off-post
- Serve the needs, interests, and responsibilities of the community.

